



Exchange Operations Employee Needs Assessment Survey

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LaRC EXCHANGE SHOP

1. Do you use the LaRC Exchange Shop? Total responses 757

No (Submit and Continue) **101 responses, 13%**

Yes **656 responses, 87%**

2. Rate the following Exchange Shop services provided on center based on their importance to you.

Mail Services

0=No Opinion, 1=Not important at all, 2=Not important,
3=Somewhat important, 4=Important, 5=Very Important

0
1
2
3
4
5

239/ 39 / 51/172/139 /119

a.
United Parcel Service **Average response 3.4, ranking 2**

b.
Postage Stamps **Average Response 3.6, Ranking 1**

200/ 25 / 33 /183/ 172/140
359/ 88 / 80 /119 / 63 / 44

C.
Mail Order Services **Average response 2.7, Ranking 3**

Comments: (Optional)

No Comments

Special Services

0=No Opinion, 1=Not important at all, 2=Not important,
3=Somewhat important, 4=Important, 5=Very Important

0
1
2
3
4
5

289/ 91/ 47 / 129 /113/ 84

a.
Custom Attire **Average Response 3.1, Ranking 6**

b.
Date Planners **Average Response 2.5, Ranking 10**

323/135/ 79 / 113/ 56/ 47
281/ 81 / 69 /175 /102/ 45

c.
Flowers **Average Response 2.9, Ranking 8**

d.
Amusement and Attraction Tickets **Avge. Resp. 3.8, R 2**

162/ 12 / 22 /182/203/172
273/ 82 / 79/ 129/114/ 76

e.
Film Processing **Average Response 3.0, Ranking 7**

f.
Gift Shop **Average Response 3.9, Ranking 1**

177/ 14 / 16/ 136/224/186
317/151/ 99 /101/ 52 / 33

g.
Phone Cards **Average Response 2.3, Ranking 11**

h.
Palm Computers **Average Response 2.2, Ranking 12**

333/160/ 92 / 91/ 48 / 29
308/108/ 67 /131/ 82 / 57

i.
Balloons **Average Response 2.8, Ranking 2.8**

j.
Sundries (gum, candy, cold remedies, batteries, etc.)
 Average Response 3.2, Ranking 4

264/ 63 / 53 / 150/140/ 83
227/ 42 / 42 /165/175/102

k.
Greeting Cards **Average Response 3.4, Ranking 3**

l.
Mission Patches **Average Response 3.1, Ranking 5**

273/ 77 / 51 / 145/132/ 75

Comments: (Optional)

Prices to high

Bring Back Film Processing

Add NASA historical Books

More Candy/Snacks

Printing and Engraving Services

0=No Opinion, 1=Not important at all, 2=Not important,
3=Somewhat important, 4=Important, 5=Very Important

- 0
- 1
- 2
- 3
- 4
- 5

264/ 75 / 42/136/122/114

a.
Business Cards **Average Response 3.3, Ranked 1**

b.
Printing Services **Average Response 2.6, Ranked 2**

340/111/ 69 / 123/ 72/ 38
345/116/ 77 / 119/ 62/ 34

c.
Personal Engraving **Average Response 2.5, Ranked 3**

Comments: (Optional)

No relative comment






3. How do you rate the LaRC Exchange Shop Services overall? 757

No Opinion	110 Responses, 15%
Excellent	144 Responses, 19%
Very Good	311 Responses, 41%
Good	152 Responses, 20%

Fair **32 Responses, 4%**

Poor **4 Responses, 1%**

Comments: (Optional)

Prices to High on Clothing	
Shop small	
Lots of merchandise	
Service and staff Very Good	
	

Responsible NASA Official: [Randy Cone](#)
Page Curator: [ConITS Development Team](#)
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